



HMA

HEALTH
MANAGEMENT
ASSOCIATES



DELAWARE HEALTH AND SOCIAL SERVICES

Overview of Delaware HCC Behavioral Health Integration Pilot Program

November 21, 2017



We are a leading independent, national healthcare research and consulting firm providing technical and analytical services.

HMA will support pilots implementing:

- + Referral management
- + Co-location model
- + Collaborative Care Model, an evidence based model for supporting patients with behavioral health needs in primary care
- + Integration of primary care into behavioral health settings

HMA has assembled a team of content experts and practice coaches to support practices in integrating behavioral health and primary care.

■ HMA CORE TEAM



Nancy J Kamp, RN, CPHQ
Project Lead



Lisa Whittemore, MSW, MPH
TA Lead



Mary Kate Brousseau
Evaluation Lead



David Bergman
HIT Lead



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Project Manager

■ DELAWARE'S APPROACH TO THE BH NEEDS

Develop and implement a strategy to promote integration of primary care and behavioral health...

✚ Offering several options of pilots along the continuum of behavioral health integration:

- Building referral relationship and connectivity between primary care and behavioral health practices
- Co-location model development
- Full integration through the collaborative care model
- Integration of primary care into behavioral health
- Assistance with HIT tools to aid in integration and connectivity

✚ We want to work with the Delaware clinics wherever they are starting from and adapt and enhance what's already working

LOCAL BARRIERS IDENTIFIED – DCHI BHI SUMMARY PLAN

Align Reimbursement Environment

- Policies differ by payer increasing potential for provider confusion
- Practice billing may be managed by 3rd party and/or offsite, meaning limited PCP and BH provider (BHP) awareness of coding practices and implications for billing
- Higher volumes of referrals requires to compensate for higher rate of 1st time no-shows to BHP



Identify Partners

- Potential lack of interest or energy to expand primary care practices to work with BH providers
- Word of mouth/existing contacts are only current sources for PCPs and BH providers interested in integration
- Multiple PCPs may be needed to sustain BH pilot in southern Delaware



Develop Operational Processes

- Integration of BH provider into existing clinical practice requires addressing multiple areas (e.g. workflows, office space, billing systems, medical record)
- Solutions exist for many of these areas; however number of areas and need for attention to detail may challenge success



Formalize Partnership

- Limited awareness of partnership models and steps needed to formalize a primary care BH practice partnership (e.g. PCP contracts for block of BH provider time or PCP pays per patient)
- PCPs and BH providers could be across very different cultures

Overview of models to test operational feasibility of BHI



Description of model	Depiction of model
<p>Referral and co-management¹</p> <ul style="list-style-type: none"> PCP establishes referral relationship and co-mgmt. agreement with BHP PCP refer patients in need of BH services to BHP where services are performed Each practice bills separately for services 	
<p>BH provider co-located but bills separately</p> <ul style="list-style-type: none"> PCP and BHP coordinate co-location of BHPs at PCP site through co-management agreement PCP hands off patients in need of BH services to BHP Each practice bills separately for services 	
<p>Employed / contracted BH staff</p> <ul style="list-style-type: none"> PCP employs/contracts BHP part-time or full-time to support BH integration BHP delivers screening, diagnosis, and treatment of patients with IBH need PCP practice bills for all services 	

■ WHY JOIN?

WHETHER PCP OR BH.....IT MEETS THE TRIPLE AIM PLUS ONE

- Proven model to get better patient clinical outcomes – not only in BH conditions but co-morbid medical conditions; working in tandem with population health management
- Patient care experience increases with more personal “touches” and activation into team and self-management
- More efficiencies gained by working collaboratively to best meet the level of patient needs
- Health care cost savings over time \$1/person in collaborative care to \$6.50 savings long term
- Team satisfaction with a more integrated team approach
- Create alignment with other work going on within PCMH, other BHI initiatives to enhance the outcomes
- Build/bridge integration relationships and new opportunities with BH within any of the 4 pilot levels
- Hands on guidance and tools from national experts on evidence-based BHI and SUD models of best practice
- Beneficial for ongoing work towards PCMH recognition
- Beneficial for MACRA/MIPS quality measures
- Potential for new revenue streams and preparing for value based contracting

WHAT DO YOU GET AS PART OF THESE PILOTS? TECHNICAL ASSISTANCE OFFERINGS: FORMAT

Six month offering to enable more practices to participate over time.

Goal: Help practices implement or enhance behavioral health integration capabilities and improve patient outcomes.



INDIVIDUAL PRACTICE ASSESSMENT

Individual practice assessments to identify areas of focus



GROUP LEARNING OPPORTUNITIES

Two in person Learning Collaboratives and one Regional Knowledge Sharing Opportunities



WEBINARS

Webinars, hosted by various subject matter experts



WEB-BASED VIRTUAL LEARNING COMMUNITY

A website forum, housing materials and tools to share and use, and discussion platform



INDIVIDUAL PRACTICE COACHING

Practice coach working with each participating practice to aid them in their level of integration implementation or enhancement

■ INDIVIDUAL PRACTICE ASSESSMENTS

HMA has developed an assessment tool for interested practices to identify gaps and readiness for the varying levels and options for behavioral health integration.

+ Once a practice has committed to some level of participation in the state collaboratives and technical assistance program:

- BHI practice coaches will conduct a site visit and readiness assessment for each of Delaware's participating practices
- Based on these assessments, the practice coach and practice team will collaboratively discuss the level of integration the practice desires and is ready for and plug them into the appropriate track for the BHI pilots

■ TECHNICAL ASSISTANCE OFFERINGS: CONTENT

Tailored technical assistance program designed to address identified barriers to integration and lessons learned at the practice level:

Effective communication
and leadership for
integration

Development of efficient
effective workflows
demonstrating team
integration

Clarity on roles and
responsibilities in fully
integrated practices

Use of tool kits with
validated tools and
approaches for BHI - adult,
adolescent and peds

Problem-solving in
behavioral health resource
constrained environment

Using data to drive
integration efforts

Integration of primary care
into behavioral health
practices – tools, training and
lessons for implementation

Learn about financing
integration in changing
payment environment

Focus on, substance abuse
screening, response, and
treatment

■ GROUP LEARNING OPPORTUNITIES

Learning Collaboratives

- ✚ All day adult learning offerings
- 1. Introduction to the Collaborative Care Model
 - Nationally recognized, evidence-based model for supporting patients' behavioral health needs in the primary care setting
- 2. Leadership: Change Management and High Performing Teams
- 3. Team time with coaches to work on implementation strategies

Knowledge Sharing Opportunities

- ✚ Two to three hour sessions focused on best practice sharing
- 1. Sharing success stories and challenges
- 2. What Works and Why
- 3. How to overcome barriers

WEBINARS

- + Periodic one hour webinars on a variety of enhanced topics relevant to Delaware's unique environment.
- + Content by national experts in subject matter
- + Each webinar will be recorded and available on the virtual learning community

Webinar

Bringing primary care into behavioral health organizations

Webinar

Clinical Decision Support for BH in the Primary Care Setting

Webinar

Using Data to Drive Integration

Webinar (Pediatrics)
BH Screening Tools and Risk Assessments: Developmental Screening, Substance Abuse and Post-Partum Depression

Webinar (Adult)

BH Screening Tools and Risk Assessments – Beyond the PHQ-9: Substance Abuse, Anxiety and Depression

Webinar

Financing BH Integration in a Changing Landscape: G-Codes and ACOs and value-based payment

Webinar

Medication Assisted Treatment

Webinar

Integrated Care Planning for Care Managers

WEB-BASED VIRTUAL LEARNING COMMUNITY

Delaware Behavioral Health Integration Virtual Learning Community

Welcome to the Delaware Health Care Commission (HCC) Behavioral Health Integration Sharepoint site. Thank you for your commitment to enhancing behavioral health integration across Delaware.

The HCC is pleased to support you in achieving your integration goals. The technical assistance vendor, Health Management Associates (HMA) will work with you throughout this process and will focus on developing your abilities to identify and address the behavioral health needs of patients/clients through evidence based practices.

You can use this site to provide and receive important documents, ask questions and have discussions, and have an up to date calendar of events.

Announcements

[+ new announcement](#) or [edit this list](#)

✓	Title	Modified
	Introductory BH Integration Webinar 11/17/17	6 minutes ago

Calendar (EST)

November 2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17 7:00 am - 8:00 am Introductory Webinar	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2

Discussion Board

[+ new discussion](#)

[Recent](#) [My discussions](#) [Unanswered questions](#) ...

Technical Assistance Question

Ask any questions you have about TA.

By Timothy Beger | Latest reply by Amanda Ternan | 4 days ago

Collaborative Care Model FAQs

This thread is about CCM FAQs.

By Timothy Beger | Latest reply by Timothy Beger | November 2

Documents

[+ New](#) [Upload](#) [Sync](#) [Share](#) [More](#)

✓	Name	
	Recorded Webinars	...
	Presentations	...
	Collaborative Care Model Information	...
	Tools	...
	Best Practice Information	...

Drag files here to upload

Links to Relevant Resources

[+ new link](#) or [edit this list](#)

✓	Edit	URL	Notes
		Delaware Center for Health Innovation (DCHI)	...

■ INDIVIDUAL PRACTICE LEVEL COACHING

- + Each practice will be assigned a practice coach with knowledge and experience working with practices through behavioral health integration along the continuum of integration and where your organization is at and is ready to focus
- + **Practice Coach:**
 - Coach and practice will meet to conduct a site readiness assessment and discuss options and approaches
 - Co-develop an individualized work plan and use of a tool kit to help with implementation or enhancement to an existing model
 - Coach will make periodic on-site visits to each practice as needed/desired
 - Frequent telephone contact as needed/desired
- + **HMA Subject Matter Experts are available to practices for content issues as practices request and as part of the individual TA plan**

■ Health Information Technology Approach

- + **Work with DHIN, Behavioral Health Practices and Primary Care Practices develop the infrastructure to support integrated care:**
- + **Behavioral Health:**
 - Address barriers to health IT adoption and use
 - Facilitate exchange of information consistent with privacy obligations
 - Develop templates and materials to support information exchange across care silos
- + **Primary Care Providers:**
 - Adapt existing health IT tools to support integrated care;
 - Enable, train, and support exchange of information with needed care partners
 - Develop templates and materials to support information exchange across care silos

EVALUATION



**Evaluation Of TA Program At
Helping Practices Implement
BHI Components**



**Measurement Of
Participating Practices
Satisfaction**



**Measurement Overtime Of
Quality And Outcome
Measures – Is This Making A
Difference**

■ ROLE OF PRACTICE SITES



ENTER INTO AN MOU WITH HMA

Enter into a Memorandum of Understanding (MOU) with HMA (on behalf of DHCC) and indicate your interest and commitment to the process and level of integration



ENGAGE

Identify leaders/team who will attend the TA offerings and engage with the practice coach to lead these efforts in your practice



PARTICIPATE

Attend the TA offerings and webinars



GIVE FEEDBACK

Assist with the evaluation by responding to survey requests and data submission

■ NEXT STEPS



APPLICATION FOR PARTICIPATION

Submit application and/or pose questions or request a 1:1 discussion with an HMA team member between now and January 5, 2018.

An HMA team member will contact you



MEMORANDUM OF UNDERSTANDING

Contact HMA about signing an MOU.



TECHNICAL ASSISTANCE COMMENCES

- Site visits in Dec/January
- Learning Collaborative will be held in February
- Webinars and practice coaching ongoing through May

■ DISCUSSION ON NEXT STEPS

- + **How do we learn and build on what is already happening in the state?**
 - Transformation work
 - Integration work
 - Other
- + **Who's interested in this across the state?**
- + **Who are the leaders in this across the state**
- + **Who could we partner with in the state on training, coaching, recruiting, or how else could we partner?**
- + **How can we collaborative with you to make this a success!**

CONTACT US



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